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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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November 1, 2000

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Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

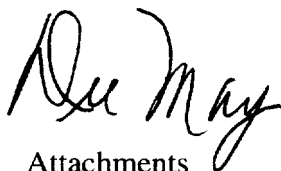
RE: Application by Verizon New England Inc., et al., for Authorization To Provide
In-Region, InterLATA Services in Massachusetts, Docket No. 00-176

Dear Ms. Salas:

The attached information was provided at the request of CCB staff in the above proceeding.
The twenty-page limit therefore does not apply as set forth in DA 00-2159.

Please feel free to contact me with any questions.

Sincerely,



Attachments

cc: E. Einhorn
S. Pie
D. Shiman

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List ABCDE

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

November 1, 2000

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: D.T.E. 99-271

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for September 2000 using the Carrier-to-Carrier ("C2C") Guidelines.

Please note the addition of:

PO-2-01 OSS Interface Availability–Total–Electronic Bonding
PO-2-02 OSS Interface Availability–Total–Electronic Bonding
PO-2-03 OSS Interface Availability–Total–Electronic Bonding

UNE 2-Wire Digital Services and 2-Wired xDSL

MR-3-04-Mean Time to Repair-No Double Dispatch
MR-3-05-Mean Time to Repair-Double Dispatch

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Cathy Carpino, Esquire, Hearing Officer
Tina Chin, Esquire, Hearing Officer
Michael Isenberg, Esquire, Director – Telecommunications Division
Attached Service List

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

| Metric # | PO-ORDERING | Standard | Vz | CLEC | Difference | Observations |
|---|---|--|--------|-------|------------|--------------|
| PO-1 - Response Time OSS Ordering Interface | | | | | | |
| PO-1-01 | Customer Service Record - EDI | Parity plus < 4 Seconds | 1.35 | 2.12 | 0.77 | |
| PO-1-01 | Customer Service Record - CORBA | Parity plus < 4 Seconds | 1.35 | 1.11 | -0.24 | |
| PO-1-02 | Due Date Availability - EDI | Parity plus < 4 Seconds | 0.15 | 1.91 | 1.76 | |
| PO-1-02 | Due Date Availability - CORBA | Parity plus < 4 Seconds | 0.15 | 0.92 | 0.76 | |
| PO-1-03 | Address Validation - EDI | Parity plus < 4 Seconds | 4.31 | 2.96 | -1.35 | |
| PO-1-03 | Address Validation - CORBA | Parity plus < 4 Seconds | 4.31 | 1.92 | -2.39 | |
| PO-1-04 | Product & Service Availability - EDI | Parity plus < 4 Seconds | 0.38 | 2.70 | 2.32 | |
| PO-1-04 | Product & Service Availability - CORBA | Parity plus < 4 Seconds | 0.38 | 19.51 | 19.13 | |
| PO-1-05 | Telephone Number Availability & Reservation - EDI | Parity plus < 4 Seconds | 5.17 | 4.24 | -0.93 | |
| PO-1-05 | Telephone Number Availability & Reservation - CORBA | Parity plus < 4 Seconds | 5.17 | 3.01 | -2.17 | |
| PO-1-06 | Facility Availability (Loop Qualification) - EDI | Parity plus < 4 Seconds | 3.45 | 2.76 | -0.69 | |
| PO-1-06 | Facility Availability (Loop Qualification) - CORBA | Parity plus < 4 Seconds | 3.45 | 2.10 | -1.35 | |
| PO-1-07 | Rejected Query - EDI | Parity plus < 4 Seconds | 0.06 | 2.84 | 2.79 | |
| PO-1-07 | Rejected Query - CORBA | Parity plus < 4 Seconds | 0.06 | 1.09 | 1.04 | |
| PO-1-08 | % Timeouts - EDI | not > .33% | | 0.19 | | |
| PO-1-08 | % Timeouts - CORBA | not > .33% | | 0.74 | | |
| PO-1-09 | Parsed CSR - EDI | Parity plus < 10 Seconds | 1.35 | 4.52 | 3.18 | |
| PO-1-09 | Parsed CSR - CORBA | Parity plus < 10 Seconds | 1.35 | 2.34 | 0.99 | |
| PO-1-10 | Parsed CSR - CLEC Total - EDI | TBD | | 5.59 | | |
| PO-1-10 | Parsed CSR - CLEC Total - CORBA | TBD | | UD | | |
| PO-2 - OSS Interface Availability* | | | | | | |
| PO-2-01 | OSS Interf. Avail. - Total - EDI | 24 hours x 7 days | 100.00 | | | 129600 |
| PO-2-01 | OSS Interf. Avail. - Total - CORBA | 24 hours x 7 days | 99.93 | | | 86400 |
| PO-2-01 | OSS Interf. Avail. - Total - Maint. Web GUI (RETAS) | 24 hours x 7 days | 99.66 | | | 86400 |
| PO-2-01 | OSS Interf. Avail. - Total - Pre-order/Order WEB GUI | 24 hours x 7 days | 99.66 | | | 86400 |
| PO-2-01 | OSS Interf. Avail. - Total - Electronic Bonding | 24 hours x 7 days | 95.69 | | | 97200 |
| PO-2-02 | OSS Interf. Avail. - Prime Time - EDI | >=99.5% | 100.00 | | | 81000 |
| PO-2-02 | OSS Interf. Avail. - Prime Time - CORBA | >=99.5% | 100.00 | | | 54000 |
| PO-2-02 | OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS) | >=99.5% | 99.61 | | | 54000 |
| PO-2-02 | OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI | >=99.5% | 99.61 | | | 54000 |
| PO-2-02 | OSS Interf. Avail. - Prime Time - Electronic Bonding | >=99.5% | 96.00 | | | 81000 |
| PO-2-03 | OSS Interf. Avail. - Non-Prime - EDI | | 99.99 | | | 48600 |
| PO-2-03 | OSS Interf. Avail. - Non-Prime - CORBA | | 99.81 | | | 32400 |
| PO-2-03 | OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS) | (12AM - 6AM) Mon - Sat, All Day Sunday & Holidays | 99.74 | | | 32400 |
| PO-2-03 | OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI | | 99.74 | | | 32400 |
| PO-2-03 | OSS Interf. Avail. - Non-Prime - Electronic Bonding | | 95.19 | | | 16200 |
| PO-5 - Average Notification of Interface Outage | | | | | | |
| PO-5-01 | Average Notice of Interface Outage* | <20 minutes | 24.00 | | | 3 |
| PO-6 - Software Validation | | | | | | |
| PO-6-01 | Software Validation | <= 5% | NA | | | |
| PO-7 - Software Problem Resolution Timeliness | | | | | | |
| PO-7-01 | % Software Problem Res. Timeliness | >=95% | UD | | | |
| PO-7-02 | Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround | 48 hours | UD | | | |
| PO-7-03 | Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround | 10 days | UD | | | |
| PO-7-04 | Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A | 48 hours | NA | | | |
| PO-8 - Manual Loop Qualification | | | | | | |
| PO-8-01 | Average Response Time - Manual Loop Qualification | 95% within 48 Hours | UD | | | |
| PO-8-02 | Average Response Time - Engineering Record Request | 95% within 72 Hours | UD | | | |
| Change Notification* | | | | | | |
| PO-4 - Timeliness of Change Management Notice | | | | | | |
| PO-4-01 | % Notices Sent on Time - Emergency Maint. | > = 95% and no delayed notices and documentation over 8 days | 100 | | | 3 |
| PO-4-01 | % Notices Sent on Time - Regulatory | | NA | | | |
| PO-4-01 | % Notices Sent on Time - Industry Standard | | NA | | | |
| PO-4-01 | % Notices Sent on Time - Verizon Orig. | | NA | | | |
| PO-4-01 | % Notices Sent on Time - CLEC Orig. | | NA | | | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. | Notification before Implementation | NA | | | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Regulatory | If Period not set, default to Ind. Std. Time | NA | | | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Ind. Std. | >=66 days | NA | | | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig. | >=66 days | NA | | | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig. | >=66 days | NA | | | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. | Notification before Implementation | NA | | | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Regulatory | If Period not set, default to Ind. Std. Time | NA | | | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Ind. Std. | >=66 days | NA | | | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Verizon Orig. | >=66 days | NA | | | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - CLEC Orig. | >=66 days | NA | | | |
| continued | | | | | | |

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

| Metric # | Change Confirmation* | Standard | CLEC Perf | CLEC Obs |
|----------|--|--|-----------|----------|
| | PO-4 - Timeliness of Change Management Notice | | | |
| PO-4-01 | % Notices Sent on Time - Regulatory | > = 95% and no delayed notices and documentation over 8 days | 100 | 2 |
| PO-4-01 | % Notices Sent on Time - Ind. Std. | | NA | |
| PO-4-01 | % Notices Sent on Time - Verizon Orig. | If Period not set, default to Ind. Std. Time | NA | |
| PO-4-01 | % Notices Sent on Time - CLEC Orig. | | NA | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Regulatory | >=45 days | NA | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Ind. Std. | | NA | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig. | >=45 days | NA | |
| PO-4-02 | Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig. | | NA | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Regulatory | If Period not set, default to Ind. Std. Time | NA | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Ind. Std. | | NA | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - Verizon Orig. | >=45 days | NA | |
| PO-4-03 | Change Mgmt. Notice - Delay 8+ Days - CLEC Orig. | | NA | |

| | Trouble Reporting (OSS) | | Actual Performance | | | |
|---------|---|-------------------------|--------------------|-------|------------|------|
| | | | Vz | CLEC | Difference | |
| MR-1-01 | MR-1 - Response Time OSS Maintenance Interface | | | | | |
| MR-1-02 | Create Trouble | Parity plus < 4 Seconds | 6.01 | 5.66 | -0.35 | 1410 |
| MR-1-03 | Status Trouble | Parity plus < 4 Seconds | 4.10 | 2.34 | -1.76 | 44 |
| MR-1-04 | Modify Trouble | Parity plus < 4 Seconds | 6.01 | 5.00 | -1.01 | 6 |
| MR-1-05 | Request Cancellation of Trouble | Parity plus < 4 Seconds | 7.24 | 7.52 | 0.28 | 23 |
| MR-1-06 | Trouble Report History (by TN/Circuit) | Parity plus < 4 Seconds | 0.69 | 0.86 | 0.17 | 412 |
| | Test Trouble (POTS Only) | Parity plus < 4 Seconds | 56.62 | 46.68 | -9.94 | 2996 |

| | Billing | | | | |
|---------|---|-------------------------|--------|------|----------|
| | BI-1 - Timeliness of Daily Usage Feed | | | | |
| BI-1-01 | % DUF in 3 Business Days | 95% in 4 Business Days | 99.26 | | 35662678 |
| BI-1-02 | % DUF in 4 Business Days | | 99.64 | | |
| BI-1-03 | % DUF in 5 Business Days | | 99.71 | | |
| BI-1-04 | % DUF in 8 Business Days | | 99.76 | | |
| | BI-2 - Timeliness of Carrier Bill | | | | |
| BI-2-01 | Timeliness of Carrier Bill** | 98% in 10 Business Days | 100.00 | | 150 |
| | BI-3 - Billing Accuracy | | | | |
| BI-3-01 | % Billing Adjustments - Dollars Adjusted | TBD | 1.04 | 0.64 | 26891094 |
| BI-3-02 | % Billing Adjustments - Number of Adjustments | TBD | 0.48 | 0.04 | 129266 |

| | Operator Services & Databases* | | | | |
|---------|---|-----------------------|-----|-----|--------|
| | OD-1 - Operator Services - Speed of Answer | | | | |
| OD-1-01 | Average Speed of Answer - Operator Services - NE OSC | Parity with VZ Retail | 2.8 | 0.3 | 51555 |
| OD-1-02 | Average Speed of Answer - Directory Assistance - NE OSC | Parity with VZ Retail | 3.0 | 2.3 | 703336 |

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

| RESALE Pre-Ordering | | | | | |
|--|---|------------------------------|----------------------------|-----------------------------|--|
| Metric # | | Standard | CLEC Aggregate Performance | CLEC Aggregate Observations | |
| PO-3 - Contact Center Availability | | | | | |
| PO-3-01 | Average Speed of Answering - Ordering** (secs) | | 8.66 | | |
| PO-3-02 | % Answered within 30 Seconds - Ordering** | 90% within 30 Seconds | 91.01 | 9140 | |
| PO-3-03 | Average Speed of Answering - Repair (secs) | | 12.60 | | |
| PO-3-04 | % Answered within 30 Seconds - Repair | 80% within 30 Seconds | 91.28 | 132213 | |
| POTS Pre-qualified Complex - Electronically Submitted | | | | | |
| OR-1 - Order Confirmation Timeliness | | | | | |
| OR-1-01 | Average Local Service Request Confirmation (LSRC) Time (Flow Through) | | 0.03 | | |
| OR-1-02 | % On Time LSRC - Flow Through | 95% within 2 Hours | 99.89 | 5487 | |
| OR-1-03 | Average LSRC Time < 10 Lines | | 11.40 | | |
| OR-1-04 | % On Time LSRC < 10 Lines | 95% within 24 Hours | 97.45 | 5733 | |
| OR-1-05 | Average LSRC Time >= 10 Lines | | 24.87 | | |
| OR-1-06 | % On Time LSRC >= 10 Lines | 95% within 72 Hours | 99.28 | 140 | |
| OR-2 - Reject Timeliness | | | | | |
| OR-2-01 | Average Local Service Request (LSR) Reject - Time (Flow Through) | | 0.01 | | |
| OR-2-02 | % On Time LSR Reject - Flow Through | 95% within 2 Hours | 99.96 | 2987 | |
| OR-2-03 | Average LSR Reject Time < 10 Lines | | 11.04 | | |
| OR-2-04 | % On Time LSR Reject < 10 Lines | 95% within 24 Hours | 94.73 | 2469 | |
| OR-2-05 | Average LSR Reject Time >= 10 Lines | | 10.28 | | |
| OR-2-06 | % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | 100.00 | 7 | |
| 2 Wire Digital Services | | | | | |
| OR-1 - Order Confirmation Timeliness | | | | | |
| OR-1-03 | Average LSRC Time < 10 Lines | | 19.31 | | |
| OR-1-04 | % On Time LSRC < 10 Lines | 95% within 72 Hours | 94.64 | 56 | |
| OR-1-05 | Average LSRC Time >= 10 Lines | | NA | | |
| OR-1-06 | % On Time LSRC >= 10 Lines | 95% within 72 Hours | NA | | |
| OR-2 - Reject Timeliness - Requiring Loop Qualification | | | | | |
| OR-2-03 | Average LSR Reject Time < 10 Lines | | 14.37 | | |
| OR-2-04 | % On Time LSR Reject < 10 Lines | 95% within 72 Hours | 98.96 | 97 | |
| OR-2-05 | Average LSR Reject Time >= 10 Lines | | NA | | |
| OR-2-06 | % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | NA | | |
| 2 Wire DSL Services | | | | | |
| OR-1 - Order Confirmation Timeliness | | | | | |
| OR-1-03 | Average LSRC Time < 10 Lines | | 0.00 | | |
| OR-1-04 | % On Time LSRC < 10 Lines | 95% within 72 Hours | NA | | |
| OR-1-05 | Average LSRC Time >= 10 Lines | | NA | | |
| OR-1-06 | % On Time LSRC >= 10 Lines | 95% within 72 Hours | NA | | |
| OR-2 - Reject Timeliness - Requiring Loop Qualification | | | | | |
| OR-2-03 | Average LSR Reject Time < 10 Lines | | 0.00 | | |
| OR-2-04 | % On Time LSR Reject < 10 Lines | 95% within 72 Hours | NA | | |
| OR-2-05 | Average LSR Reject Time >= 10 Lines | | NA | | |
| OR-2-06 | % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | NA | | |
| POTS / Special Services - Aggregate | | | | | |
| OR-3 - Percent Rejects | | | | | |
| OR-3-01 | % Rejects | No Standard | 43.89 | 14409 | |
| OR-4 - Timeliness of Completion Notification | | | | | |
| OR-4-01 | Completion Notice - Average Response Time | | 0.06 | | |
| OR-4-02 | Completion Notice - % On Time | 95% by next bus. day at noon | 99.04 | 9865 | |
| OR-4-03 | % Orders Excluded from % On Time Measurement | 95% by next bus. day at noon | UD | | |
| OR-4-04 | Work Completion Notice - Average Response Time | | 0.00 | | |
| OR-4-05 | Work Completion Notice - % On Time | 95% by next bus. day at noon | 100.00 | 9567 | |
| OR-4-06 | Average Duration - Work Completion (SOP) to Bill Completion | Parity with Retail | 0.54 | | |
| OR-4-07 | % SOP to Bill Completion >= 5 Business Days | Parity with Retail | 1.56 | 9865 | |
| OR-4-08 | % SOP to Bill Completion > 1 Business Day | | 13.99 | 9865 | |
| OR-5 - Percent Flow-Through | | | | | |
| OR-5-01 | % Flow Through - Total | No Standard Developed | 47.14 | 12280 | |
| OR-5-02 | % Flow Through - Simple | No Standard Developed | 48.30 | 11360 | |
| OR-5-03 | % Flow Through Achieved | 95% | UD | | |
| OR-6 - Order Accuracy | | | | | |
| OR-6-01 | % Accuracy - Orders** | 95% Orders without Errors | 82.74 | 336 | |
| OR-6-02 | % Accuracy - Opportunities** | 95% Orders without Errors | 97.80 | 7370 | |
| OR-6-03 | % Accuracy - LSRC** | 95% Orders without Errors | 96.92 | 389 | |

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

OR-1 - Order Confirmation Timeliness

OR-1-03
OR-1-03
OR-1-03
OR-1-03
OR-1-04
OR-1-04
OR-1-04
OR-1-04
OR-1-05
OR-1-05
OR-1-05
OR-1-05
OR-1-06
OR-1-06
OR-1-06
OR-1-06

Average LSRC Time < 10 Lines DS0
Average LSRC Time < 10 Lines DS1
Average LSRC Time < 10 Lines DS3
Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)
% On Time LSRC < 10 Lines DS0
% On Time LSRC < 10 Lines DS1
% On Time LSRC < 10 Lines DS3
% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)
Average LSRC Time >= 10 Lines DS0
Average LSRC Time >= 10 Lines DS1
Average LSRC Time >= 10 Lines DS3
Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3)
% On Time LSRC >= 10 Lines DS0
% On Time LSRC >= 10 Lines DS1
% On Time LSRC >= 10 Lines DS3
% On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3)

95% within 48 Hours
95% within 48 Hours
95% within 48 Hours

| | |
|--------|-----|
| NA | |
| NA | |
| NA | |
| 22.22 | |
| NA | |
| NA | |
| NA | |
| 98.50 | 534 |
| NA | |
| NA | |
| 106.77 | |
| NA | |
| NA | |
| NA | |
| 88.88 | 27 |

OR-2 - Reject Timeliness

OR-2-03
OR-2-04
OR-2-05
OR-2-06

Average LSR Reject Time < 10 Lines
% On Time LSR Reject < 10 Lines
Average LSR Reject Time >= 10 Lines
% On Time LSR Reject >= 10 Lines

95% within 48 Hours
95% within 72 Hours

| | |
|--------|-----|
| 11.61 | |
| 99.66 | 590 |
| 22.15 | |
| 100.00 | 4 |

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total

| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error |
|---|---|---------------------|-------|----------------|--------|-----------|--------------------|----------------|
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-04 | Average Interval Offered - Dispatch (6-9 Lines) | Parity with Retail | 10.06 | 9.51 | 252 | 39 | 11.33 | 1.95 |
| PR-1-05 | Average Interval Offered - Dispatch (>= 10 Lines) | Parity with Retail | 10.44 | 8.82 | 134 | 28 | 9.79 | 2.03 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-04 | Average Interval Completed - Dispatch (6-9 Lines) | Parity with Retail | 10.23 | 7.19 | 212 | 31 | 8.91 | 1.71 |
| PR-2-05 | Average Interval Completed - Dispatch (>= 10 Lines) | Parity with Retail | 12.42 | 9.61 | 100 | 23 | 9.98 | 2.31 |
| PR-3 - Completed within Specified Days | | | | | | | | |
| PR-3-01 | % Completed in 1 Day (1-5 Lines - No Dispatch) | Parity with Retail | 78.26 | 45.94 | 157096 | 2190 | | 0.89 |
| PR-3-02 | % Completed in 2 Days (1-5 Lines - No Dispatch) | Parity with Retail | 86.65 | 63.42 | 157096 | 2190 | | 0.73 |
| PR-3-03 | % Completed in 3 Days (1-5 Lines - No Dispatch) | Parity with Retail | 89.13 | 74.16 | 157096 | 2190 | | 0.67 |
| PR-3-04 | % Completed in 1 Day (1-5 Lines - Dispatch) | Parity with Retail | 4.68 | 1.38 | 19541 | 579 | | 0.89 |
| PR-3-05 | % Completed in 2 Days (1-5 Lines - Dispatch) | Parity with Retail | 8.41 | 3.63 | 19541 | 579 | | 1.17 |
| PR-3-06 | % Completed in 3 Days (1-5 Lines - Dispatch) | Parity with Retail | 12.95 | 10.71 | 19541 | 579 | | 1.42 |
| PR-3-07 | % Completed in 4 Days (1-5 Lines - Total) | Parity with Retail | 83.86 | 68.94 | 176637 | 2769 | | 0.70 |
| PR-3-08 | % Completed in 5 Days (1-5 Lines - No Dispatch) | Parity with Retail | 94.43 | 86.53 | 157096 | 2190 | | 0.49 |
| PR-3-09 | % Completed in 5 Days (1-5 Lines - Dispatch) | Parity with Retail | 48.00 | 53.71 | 19541 | 579 | | 2.11 |
| PR-3-10 | % Completed in 6 Days (1-5 Lines - Total) | Parity with Retail | 92.16 | 86.13 | 176637 | 2769 | | 0.51 |
| PR-4 - Missed Appointments | | | | | | | | |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 4.64 | 9.05 | 3839 | 79 | 6.84 | 0.78 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 1.79 | 1.62 | | | | |
| PR-4-04 | % Missed Appointment - Verizon - Dispatch | Parity with Retail | 8.70 | 6.04 | 41113 | 1026 | | 0.89 |
| PR-4-05 | % Missed Appointment - Verizon - No Dispatch | Parity with Retail | 0.11 | 0.20 | 240574 | 8409 | | 0.04 |
| PR-4-08 | % Missed Appt. - Customer - Late Order Conf. | None: Analysis Only | | 0.01 | | 9435 | | |
| PR-5 - Facility Missed Orders | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.57 | 0.33 | 281687 | 9435 | | 0.08 |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.05 | 0.02 | 281687 | 9435 | | 0.02 |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.01 | 0.01 | 281687 | 9435 | | 0.01 |
| PR-6 - Installation Quality | | | | | | | | |
| PR-6-01 | % Installation Troubles reported within 30 Days | Parity with Retail | 3.61 | 2.15 | 272053 | 21806 | | 0.13 |
| PR-6-02 | % Installation Troubles reported within 7 Days | Parity with Retail | 2.39 | 1.17 | 272053 | 21806 | | 0.11 |
| PR-6-03 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | None: Analysis Only | 2.78 | 1.31 | 272053 | 21806 | | 0.12 |

POTS - Business

| | | | | | | | | |
|--|---|--------------------|------|------|-------|------|------|------|
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-01 | Average Interval Offered - Total No Dispatch | Parity with Retail | 1.81 | 3.71 | 20390 | 2421 | 5.57 | 0.12 |
| PR-1-03 | Average Interval Offered - Dispatch (1-5 Lines) | Parity with Retail | 7.88 | 7.02 | 1709 | 500 | 9.42 | 0.48 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01 | Average Interval Completed - Total No Dispatch | Parity with Retail | 1.37 | 2.55 | 18840 | 2060 | 3.28 | 0.08 |
| PR-2-03 | Average Interval Completed - Dispatch (1-5 Lines) | Parity with Retail | 8.82 | 6.60 | 1448 | 434 | 8.97 | 0.49 |

POTS - Residence

| | | | | | | | | |
|--|---|--------------------|------|------|--------|------|------|------|
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-01 | Average Interval Offered - Total No Dispatch | Parity with Retail | 1.17 | 4.95 | 190461 | 1410 | 4.17 | 0.11 |
| PR-1-03 | Average Interval Offered - Dispatch (1-5 Lines) | Parity with Retail | 6.67 | 7.69 | 20475 | 207 | 8.20 | 0.57 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01 | Average Interval Completed - Total No Dispatch | Parity with Retail | 0.99 | 2.62 | 183574 | 1279 | 3.15 | 0.09 |
| PR-2-03 | Average Interval Completed - Dispatch (1-5 Lines) | Parity with Retail | 7.32 | 7.67 | 18093 | 145 | 6.43 | 0.54 |

POTS - Complex Aggregate

| | | | | | | | | |
|--|--|--------------------|------|------|-------|------|-------|------|
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-10 | Average Interval Offered - Disconnects - No Dispatch | Parity with Retail | 4.25 | 7.70 | 88035 | 3552 | 7.69 | 0.13 |
| PR-1-11 | Average Interval Offered - Disconnects - Dispatch | Parity with Retail | 4.21 | NA | 19 | | 13.91 | |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-10 | Average Interval Completed - Disconnects - No Dispatch | Parity with Retail | 3.80 | 9.17 | 81638 | 3022 | 5.86 | 0.11 |
| PR-2-11 | Average Interval Completed - Disconnects - Dispatch | Parity with Retail | 6.32 | NA | 19 | | 16.64 | |

2-Wire Digital Services

| | | | | | | | | |
|--|---|---------------------|-------|-------|------|-----|-------|------|
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-01 | Average Interval Offered - Total No Dispatch | Parity with Retail | 6.12 | 3.57 | 329 | 46 | 10.92 | 1.72 |
| PR-1-02 | Average Interval Offered - Total Dispatch | Parity with Retail | 11.01 | 31.56 | 160 | 18 | 11.51 | 2.86 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01 | Average Interval Completed - Total No Dispatch | Parity with Retail | 4.07 | 3.60 | 232 | 40 | 4.56 | 0.78 |
| PR-2-02 | Average Interval Completed - Total Dispatch | Parity with Retail | 13.70 | 16.17 | 114 | 18 | 11.22 | 2.85 |
| PR-4 - Missed Appointments | | | | | | | | |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 14.65 | 9.00 | 80 | 2 | 10.16 | 7.27 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 12.26 | 1.35 | | | | |
| PR-4-04 | % Missed Appointment - Verizon - Dispatch | Parity with Retail | 12.48 | 5.26 | 617 | 19 | | 7.70 |
| PR-4-05 | % Missed Appointment - Verizon - No Dispatch | Parity with Retail | 0.59 | 1.82 | 509 | 55 | | 1.09 |
| PR-4-08 | % Missed Appt. - Customer - Late Order Conf. | None: Analysis Only | | 0.00 | | 74 | | |
| PR-5 - Facility Missed Orders | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.98 | 0.00 | 1126 | 74 | | 1.18 |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.53 | 0.00 | 1126 | 74 | | 0.87 |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.09 | 0.00 | 1126 | 74 | | 0.36 |
| PR-6 - Installation Quality | | | | | | | | |
| PR-6-01 | % Install. Troubles Reported within 30 Days | Parity with Retail | 1.04 | 1.29 | 2297 | 155 | | 0.84 |
| PR-6-03 | % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE | Parity with Retail | 3.18 | 4.52 | 2297 | 155 | | 1.46 |

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2 Wire DSL Services

| 2-Verizon DSL Services | | Actual Performance | | Number of Observations | | Standard Deviation | | Sampling Error | |
|--|---|---------------------|-------|------------------------|------|--------------------|-------|----------------|------|
| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01 | Average Interval Offered - Total No Dispatch | Parity with Retail | 5.41 | 1.19 | 7545 | 16 | 3.52 | | 0.88 |
| PR-1-02 | Average Interval Offered - Total Dispatch | Parity with Retail | 6.56 | NA | 820 | | 4.08 | | |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01 | Average Interval Completed - Total No Dispatch | Parity with Retail | 6.18 | 1.00 | 7058 | 13 | 5.16 | | 1.43 |
| PR-2-02 | Average Interval Completed - Total Dispatch | Parity with Retail | 11.44 | NA | 682 | | 9.59 | | |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 12.62 | NA | 256 | | 7.48 | | |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 1.83 | 0.00 | | | | | |
| PR-4-04 | % Missed Appointment - Verizon - Dispatch | Parity with Retail | 7.13 | NA | 842 | | | | |
| PR-4-05 | % Missed Appointment - Verizon - No Dispatch | Parity with Retail | 2.71 | 0.00 | 7225 | 18 | | | 3.83 |
| PR-4-08 | % Missed Appt. - Customer - Late Order Conf. | None: Analysis Only | | 0.00 | | 18 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.07 | 0.00 | 8067 | 18 | | | 0.62 |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.02 | 0.00 | 8067 | 18 | | | 0.33 |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.02 | 0.00 | 8067 | 18 | | | 0.33 |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01 | % Installation Troubles Reported within 30 Days | Parity with Retail | 1.93 | 6.90 | 7710 | 29 | | | 2.56 |
| PR-6-03 | % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE | Parity with Retail | 1.53 | 3.45 | 7710 | 29 | | | 2.28 |
| Special Services - Provisioning | | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01 | Average Interval Offered - Total No Dispatch | Parity with Retail | 6.68 | 7.02 | 2432 | 304 | 8.45 | | 0.51 |
| PR-1-02 | Average Interval Offered - Total Dispatch | Parity with Retail | 13.47 | 11.29 | 600 | 34 | 9.00 | | 1.59 |
| PR-1-06 | Average Interval Offered - DS0 | Parity with Retail | 8.42 | 6.86 | 495 | 192 | 10.88 | | 0.93 |
| PR-1-07 | Average Interval Offered - DS1 | Parity with Retail | 15.69 | 11.95 | 347 | 60 | 9.04 | | 1.26 |
| PR-1-08 | Average Interval Offered - DS3 | Parity with Retail | NA | NA | | | | | |
| PR-1-10 | Average Interval Offered - Disconnects - No Dispatch | Parity with Retail | 7.65 | 10.69 | 777 | 54 | 9.81 | | 1.38 |
| PR-1-11 | Average Interval Offered - Disconnects - Dispatch | Parity with Retail | 4.06 | NA | 17 | | 4.12 | | |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01 | Average Interval Completed - Total No Dispatch | Parity with Retail | 4.97 | 6.11 | 1805 | 235 | 5.06 | | 0.35 |
| PR-2-02 | Average Interval Completed - Total Dispatch | Parity with Retail | 14.58 | 16.42 | 400 | 24 | 11.28 | | 2.37 |
| PR-2-06 | Average Interval Completed - DS0 | Parity with Retail | 7.42 | 6.85 | 361 | 155 | 9.04 | | 0.87 |
| PR-2-07 | Average Interval Completed - DS1 | Parity with Retail | 16.21 | 10.29 | 169 | 34 | 13.07 | | 2.46 |
| PR-2-08 | Average Interval Completed - DS3 | Parity with Retail | NA | NA | | | | | |
| PR-2-10 | Average Interval Completed - Disconnects - No Dispatch | Parity with Retail | 6.93 | 9.37 | 694 | 43 | 6.15 | | 0.97 |
| PR-2-11 | Average Interval Completed - Disconnects - Dispatch | Parity with Retail | 4.06 | NA | 17 | | 4.12 | | |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-01 | % Missed Appointment - Verizon - Total | Parity with Retail | 2.78 | 1.04 | 2734 | 383 | | | 0.90 |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 11.88 | 9.50 | 76 | 4 | 8.74 | | 4.48 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 10.24 | 6.53 | | | | | |
| PR-4-08 | % Missed Appt. - Customer - Due to Late Order Conf. | None: Analysis Only | | 0.00 | | 383 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.40 | 0.26 | 2734 | 383 | | | 0.34 |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.26 | 0.00 | 2734 | 383 | | | 0.28 |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.11 | 0.00 | 2734 | 383 | | | 0.18 |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01 | % Installation Troubles reported within 30 Days | Parity with Retail | 0.79 | 0.20 | 8302 | 2473 | | | 0.20 |
| PR-6-03 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | None: Analysis Only | 0.05 | 0.00 | 8302 | 2473 | | | 0.05 |
| Legend Notations defined on Legend sheet - last page | | | | | | | | | |

Legend Notations defined on Legend sheet - last page

Z-Score

| |
|------|
| 0.28 |
| 0.80 |

| |
|------|
| 1.77 |
| 1.22 |

| |
|--------|
| -36.42 |
| -31.74 |
| -22.35 |
| -3.71 |
| -4.08 |
| -1.58 |
| -21.18 |
| -16.01 |
| 2.71 |
| -11.71 |

| |
|-------|
| -5.67 |
| 2.99 |
| -2.45 |

| |
|------|
| 3.05 |
| 1.28 |
| 0 |

| |
|-------|
| 11.12 |
| 11.35 |
| 12.69 |

| |
|--------|
| -15.87 |
| 1.80 |

| |
|--------|
| -15.50 |
| 4.52 |

| |
|--------|
| -33.91 |
| -1.78 |

| |
|--------|
| -18.44 |
| -0.65 |

| |
|--------|
| -26.21 |
|--------|

| |
|--------|
| -49.47 |
|--------|

| |
|-------|
| 1.48 |
| -7.18 |

| |
|-------|
| 0.60 |
| -0.87 |

| |
|-------|
| 0.78 |
| 0.94 |
| -1.13 |

| |
|------|
| 0.83 |
| 0.61 |
| 0.25 |

| |
|-------|
| -0.29 |
| -0.92 |

Z-Score

| |
|------|
| 4.79 |
| |

| |
|------|
| 3.62 |
| |

| |
|------|
| |
| |
| 0.71 |
| |

| |
|------|
| 0.11 |
| 0.06 |
| 0.06 |

| |
|-------|
| -1.94 |
| -0.84 |

| |
|-------|
| -0.66 |
| 1.37 |
| 1.69 |
| 2.96 |
| |
| -2.20 |
| |

| |
|-------|
| -3.25 |
| -0.78 |
| 0.66 |
| 2.41 |
| |
| -2.52 |
| |

| |
|------|
| 1.94 |
| 0.53 |
| |

| |
|------|
| 0.41 |
| 0.94 |
| 0.61 |

| |
|------|
| 2.91 |
| 0.96 |

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

| EDTS Complex - Maintenance | | | Actual Performance | | Number of Observations | | | |
|--|--|---------------------|--------------------|----------------|------------------------|-----------|--------------------|----------------|
| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error |
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02 | Network Trouble Report Rate – Loop | Parity with Retail | 1.20 | 0.54 | 4200413 | 300928 | | 0.02 |
| MR-2-03 | Network Trouble Report Rate – Central Office | Parity with Retail | 0.12 | 0.08 | 4200413 | 300928 | | 0.01 |
| MR-2-04 | % Subsequent Reports | Assessed I/C/W MRAs | 20.14 | 8.61 | | | | |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.98 | 0.49 | 4200413 | 300928 | | 0.02 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01 | % Missed Repair Appointment – Loop | Parity with Retail | 12.06 | 10.77 | 50248 | 1625 | | 0.82 |
| MR-3-02 | % Missed Repair Appointment – Central Office | Parity with Retail | 7.21 | 2.89 | 4882 | 242 | | 1.70 |
| MR-3-03 | % CPE/TOK/FOK - Missed Appointment | None: Analysis Only | 7.39 | 7.33 | 41353 | 1460 | | 0.70 |
| MR-3-04 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 8.20 | 6.86 | 50248 | 1625 | | 0.69 |
| MR-3-05 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 37.16 | 31.76 | 50248 | 1625 | | 1.22 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair – Total | Parity with Retail | 21.63 | 15.42 | 55130 | 1867 | 21.48 | 0.51 |
| MR-4-02 | Mean Time To Repair – Loop Trouble | Parity with Retail | 22.70 | 16.23 | 50248 | 1625 | 21.62 | 0.54 |
| MR-4-03 | Mean Time To Repair – Central Office Trouble | Parity with Retail | 10.80 | 10.00 | 4882 | 242 | 16.53 | 1.09 |
| MR-4-04 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 67.08 | 82.97 | 55130 | 1867 | | 1.11 |
| MR-4-06 | % Out of Service > 4 Hours | Parity with Retail | 84.72 | 75.24 | 42814 | 1555 | | 0.93 |
| MR-4-07 | % Out of Service > 12 Hours | Parity with Retail | 63.44 | 50.16 | 42814 | 1555 | | 1.24 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 32.59 | 17.30 | 42814 | 1555 | | 1.21 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 20.85 | 16.23 | 55130 | 1867 | | 0.96 |
| Special Services - Maintenance | | | | | | | | |
| | | | | | | | | |
| MR-2-01 | Network Trouble Report Rate | Parity with Retail | 0.24 | 0.24 | 462077 | 22790 | | 0.03 |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.12 | 0.20 | 462077 | 22790 | | 0.02 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair – Total | Parity with Retail | 9.13 | 8.67 | 1097 | 54 | 10.26 | 1.43 |
| MR-4-04 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 93.07 | 96.30 | 1097 | 54 | | 3.54 |
| MR-4-06 | % Out of Service > 4 Hours | Parity with Retail | 66.35 | 72.34 | 1061 | 47 | | 7.04 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 7.07 | 4.26 | 1061 | 47 | | 3.82 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 20.69 | 20.37 | 1097 | 54 | | 5.65 |
| Legend Notations defined on Legend sheet - last page | | | | | | | | |

Z-Score

| |
|-------|
| 31.99 |
| 5.57 |
| 26.80 |

| |
|------|
| 1.57 |
| 2.54 |
| 0.09 |
| 1.94 |
| 4.43 |

| |
|-------|
| 12.30 |
| 11.87 |
| 0.73 |
| 14.37 |
| 10.21 |
| 10.68 |
| 12.64 |

| |
|------|
| 4.83 |
|------|

| |
|-------|
| 0.01 |
| -3.40 |

| |
|-------|
| 0.33 |
| 0.91 |
| -0.85 |
| 0.74 |

| |
|------|
| 0.06 |
|------|

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

| Metric # | Standard | CLEC Aggregate Performance | CLEC Aggregate Observations |
|---|-----------------------|----------------------------|-----------------------------|
| PO-3 - Contact Center Availability | | | |
| PO-3-01 Average Speed of Answering - Ordering* (secs) | | 9.43 | |
| PO-3-02 % Answered within 30 Seconds - Ordering* | 80% within 30 Seconds | 90.64 | 42813 |
| PO-3-03 Average Speed of Answering - Repair (secs) | | 12.60 | |
| PO-3-04 % Answered within 30 Seconds - Repair | 80% within 30 Seconds | 91.28 | 132213 |

Platform

| | | | |
|---|---------------------------|--------|------|
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-01 Average Local Service Request Confirmation (LSRC) Time (Flow-Through) | | 0.12 | |
| OR-1-02 % On Time LSRC - Flow Through | 95% within 2 Hours | 98.84 | 3545 |
| OR-1-03 Average LSRC Time < 10 Lines | | 11.59 | |
| OR-1-04 % On Time LSRC < 10 Lines | 95% within 24 Hours | 99.24 | 794 |
| OR-1-05 Average LSRC Time >= 10 Lines | | 19.03 | |
| OR-1-06 % On Time LSRC >= 10 Lines | 95% within 72 Hours | 100.00 | 1 |
| OR-2 - Reject Timeliness | | | |
| OR-2-01 Average Local Service Request (LSR) Reject - Time (Flow-Through) | | 0.10 | |
| OR-2-02 % On Time LSR Reject - Flow Through | 95% within 2 Hours | 99.28 | 835 |
| OR-2-03 Average LSR Reject Time < 10 Lines | | 11.22 | |
| OR-2-04 % On Time LSR Reject < 10 Lines | 95% within 24 Hours | 100.00 | 701 |
| OR-2-05 Average LSR Reject Time >= 10 Lines | | 0.00 | |
| OR-2-06 % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | NA | |
| OR-6 - Order Accuracy | | | |
| OR-6-01 % Accuracy - Orders* | 95% orders without errors | 95.34 | 365 |
| OR-6-02 % Accuracy - Opportunities* | 95% orders without errors | 99.46 | 4611 |
| OR-6-03 % Accuracy - LSRC* | 95% orders without errors | 96.32 | 326 |

Long Distance Services - Complete LNP

| | | | |
|---|---------------------------|-------|-------|
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-01 Average Local Service Request Confirmation (LSRC) Time (Flow-Through) | | 0.23 | |
| OR-1-02 % On Time LSRC - Flow Through | 95% within 2 Hours | 99.68 | 9966 |
| OR-1-03 Average LSRC Time < 10 Lines | | 8.40 | |
| OR-1-04 % On Time LSRC < 10 Lines | 95% within 24 Hours | 97.35 | 10963 |
| OR-1-05 Average LSRC Time >= 10 Lines | | 19.00 | |
| OR-1-06 % On Time LSRC >= 10 Lines | 95% within 72 Hours | 96.90 | 388 |
| OR-2 - Reject Timeliness | | | |
| OR-2-01 Average Local Service Request (LSR) Reject - Time (Flow-Through) | | 0.04 | |
| OR-2-02 % On Time LSR Reject - Flow Through | 95% within 2 Hours | 99.70 | 1673 |
| OR-2-03 Average LSR Reject Time < 10 Lines | | 9.52 | |
| OR-2-04 % On Time LSR Reject < 10 Lines | 95% within 24 Hours | 95.76 | 2668 |
| OR-2-05 Average LSR Reject Time >= 10 Lines | | 17.27 | |
| OR-2-06 % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | 97.91 | 144 |
| OR-6 - Order Accuracy | | | |
| OR-6-01 % Accuracy - Orders* | 95% orders without errors | 95.71 | 350 |
| OR-6-02 % Accuracy - Opportunities* | 95% orders without errors | 99.37 | 2838 |
| OR-6-03 % Accuracy - LSRC* | 95% orders without errors | 97.50 | 400 |

2 Wire Digital Services

| | | | |
|--|---------------------|----|--|
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-03 Average LSRC Time < 10 Lines | | NA | |
| OR-1-04 % On Time LSRC < 10 Lines (Electronic) | 95% within 72 Hours | NA | |
| OR-1-05 Average LSRC Time >= 10 Lines | | NA | |
| OR-1-06 % On Time LSRC >= 10 Lines | 95% within 72 Hours | NA | |
| OR-2 - Reject Timeliness | | | |
| OR-2-03 Average LSR Reject Time < 10 Lines | | NA | |
| OR-2-04 % On Time LSR Reject < 10 Lines | 95% within 72 Hours | NA | |
| OR-2-05 Average LSR Reject Time >= 10 Lines | | NA | |
| OR-2-06 % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | NA | |

2 Wire DSL Services

| | | | |
|--|---------------------|-------|-----|
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-03 Average LSRC Time < 10 Lines | | 17.94 | |
| OR-1-04 % On Time LSRC < 10 Lines (Electronic) | 95% within 72 Hours | 98.75 | 961 |
| OR-1-05 Average LSRC Time >= 10 Lines | | NA | |
| OR-1-06 % On Time LSRC >= 10 Lines | 95% within 72 Hours | NA | |
| OR-2 - Reject Timeliness | | | |
| OR-2-03 Average LSR Reject Time < 10 Lines | | 17.80 | |
| OR-2-04 % On Time LSR Reject < 10 Lines | 95% within 72 Hours | 98.80 | 750 |
| OR-2-05 Average LSR Reject Time >= 10 Lines | | NA | |
| OR-2-06 % On Time LSR Reject >= 10 Lines | 95% within 72 Hours | NA | |

PO-5 / Special Services - Aggregate

| | | | |
|---|------------------------------|-------|-------|
| OR-3 - Percent Rejects (ASRs + LSRs) | | | |
| OR-3-01 % Rejects | No Standard | 24.89 | 29043 |
| OR-4 - Timeliness of Completion Notification | | | |
| OR-4-01 Completion Notice - Average Response Time | | 0.02 | |
| OR-4-02 Completion Notice - % On Time | 95% by next bus. day at noon | 99.66 | 13895 |
| OR-4-03 % Orders Excluded from % On Time Measurement | UD | | |
| OR-4-04 Work Completion Notice - Average Response Time | | 0.00 | |
| OR-4-05 Work Completion Notice - % On Time | 95% by next bus. day at noon | 99.99 | 18964 |
| OR-4-06 Average Duration - Work Completion (SOP) to Bill Completion | Partly with Retail | UD | 0.64 |
| OR-4-07 % SOP to Bill Completion >= 5 Business Days | Partly with Retail | UD | 4.06 |
| OR-4-08 % SOP to Bill Completion > 1 Business Day | | 9.94 | 18559 |
| OR-5 - Percent Flow-Through | | | |
| OR-5-01 % Flow Through - Total (ASRs + LSRs) | No Standard Developed | 53.99 | 20675 |
| OR-5-02 % Flow Through - Simple | No Standard Developed | 52.66 | 25657 |
| OR-5-03 % Flow Through Achieved | 95% | UD | |

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

| Metric # | Standard | CLEC Aggregate Performance | CLEC Aggregate Observations |
|---|---|----------------------------|-----------------------------|
| OR-1 - Order Confirmation Timeliness (ASRs + LSRs) | | | |
| OR-1-03 | Average LSRC Time < 10 Lines DS0 ¹ | NA | |
| OR-1-03 | Average LSRC Time < 10 Lines DS1 ¹ | 66.39 | |
| OR-1-03 | Average LSRC Time < 10 Lines DS3 ¹ | 46.30 | |
| OR-1-03 | Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3) | 14.41 | |
| OR-1-04 | % On Time LSRC < 10 Lines DS0 | NA | |
| OR-1-04 | % On Time LSRC < 10 Lines DS1 | 23.88 | 67 |
| OR-1-04 | % On Time LSRC < 10 Lines DS3 | 50.00 | 4 |
| OR-1-04 | % On Time LSRC < 10 Lines (Non DS0, DS1, & DS3) | 97.00 | 200 |
| OR-1-05 | Average LSRC Time >= 10 Lines DS0 | NA | |
| OR-1-05 | Average LSRC Time >= 10 Lines DS1 | NA | |
| OR-1-05 | Average LSRC Time >= 10 Lines DS3 | NA | |
| OR-1-05 | Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3) | 18.10 | |
| OR-1-06 | % On Time LSRC >= 10 Lines DS0 | NA | |
| OR-1-06 | % On Time LSRC >= 10 Lines DS1 | NA | |
| OR-1-06 | % On Time LSRC >= 10 Lines DS3 | NA | |
| OR-1-06 | % On Time LSRC >= 10 Lines (Non DS0, DS1 & DS3) | 96.97 | 33 |
| OR-2 - Reject Timeliness (ASRs + LSRs) | | | |
| OR-2-03 | Average LSR Reject Time < 10 Lines | 8.77 | |
| OR-2-04 | % On Time LSR Reject < 10 Lines | 95.17 | 145 |
| OR-2-05 | Average LSR Reject Time >= 10 Lines | 19.75 | |
| OR-2-06 | % On Time LSR Reject >= 10 Lines | 100.00 | 16 |

Special Services - FAX/MAIL Submitted

| | | | |
|---|--|--------|----|
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-07 | Average ASRC Time < 10 Lines DS0 ¹ | NA | |
| OR-1-07 | Average ASRC Time < 10 Lines DS1 ¹ | 137.47 | |
| OR-1-07 | Average ASRC Time < 10 Lines DS3 ¹ | 308.35 | |
| OR-1-07 | Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) | NA | |
| OR-1-08 | % On Time ASRC < 10 Lines DS0 | NA | |
| OR-1-08 | % On Time ASRC < 10 Lines DS1 | 66.04 | 53 |
| OR-1-08 | % On Time ASRC < 10 Lines DS3 | 73.44 | 64 |
| OR-1-08 | % On Time ASRC < 10 Lines (Non DS0, DS1 & DS3) | NA | |
| OR-1-09 | Average ASRC Time >= 10 Lines DS0 | NA | |
| OR-1-09 | Average ASRC Time >= 10 Lines DS1 | NA | |
| OR-1-09 | Average ASRC Time >= 10 Lines DS3 | NA | |
| OR-1-09 | Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) | NA | |
| OR-1-10 | % On Time ASRC >= 10 Lines DS0 | NA | |
| OR-1-10 | % On Time ASRC >= 10 Lines DS1 | NA | |
| OR-1-10 | % On Time ASRC >= 10 Lines DS3 | NA | |
| OR-1-10 | % On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3) | NA | |
| OR-2 - Reject Timeliness | | | |
| OR-2-07 | Average LSR Reject Time < 10 Lines | 7.96 | |
| OR-2-08 | % On Time LSR Reject < 10 Lines | 98.00 | 50 |
| OR-2-09 | Average LSR Reject Time >= 10 Lines | NA | |
| OR-2-10 | % On Time LSR Reject >= 10 Lines | NA | |

¹INCLUDES 72 HOUR FACILITY CHECK

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

| PO# | | Actual Performance | | Number of Observations | | Standard Deviation | | Sampling Error | | Z-Score | |
|--|---|-----------------------------|----------------|------------------------|----------|--------------------|-------|----------------|--|---------|-------|
| Metric # | Standard | Vz | CLEC Aggregate | Vz | All CLEC | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | | | | |
| PR-1-01 | Av. Interval Offered - Total No Dispatch - Hot Cut Loop | 1-9=5, 10+=Negotiated | 12.65 | 1598 | | | | | | | |
| PR-1-01 | Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP) | Parity with Retail | 1.81 | NA | 20390 | | 5.57 | | | | |
| PR-1-01 | Av. Interval Offered - Total No Dispatch - Platform | Parity with Retail | 1.81 | 1.49 | 20390 | 637 | 5.57 | 0.22 | | 1.43 | |
| PR-1-03 | Av. Interval Offered - Dispatch (1-5 Lines) - Loop | Parity with Retail | 7.88 | 10.50 | 1709 | 32 | 9.42 | 1.68 | | -1.56 | |
| PR-1-03 | Av. Interval Offered - Dispatch (1-5 Lines) - Platform | Parity with Retail | 7.88 | 8.90 | 1709 | 21 | 9.42 | 2.07 | | -0.49 | |
| PR-1-04 | Av. Interval Offered - Dispatch (6-9 Lines) - Loop | Parity with Retail | 10.06 | 5.67 | 252 | 3 | 11.33 | 6.58 | | 0.67 | |
| PR-1-04 | Av. Interval Offered - Dispatch (6-9 Lines) - Platform | Parity with Retail | 10.06 | NA | 252 | | 11.33 | | | | |
| PR-1-05 | Av. Interval Offered - Dispatch (>= 10 Lines) - Loop | Parity with Retail | 10.44 | NA | 134 | | 9.79 | | | | |
| PR-1-05 | Av. Interval Offered - Dispatch (>= 10 Lines) - Platform | Parity with Retail | 10.44 | NA | 134 | | 9.79 | | | | |
| PR-2 - Average Completed Interval | | | | | | | | | | | |
| PR-2-01 | Av. Completed Interval - Total No Dispatch - Hot Cut Loop | 1-9=5, 10+=Negotiated | 15.97 | 1064 | | | | | | | |
| PR-2-01 | Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP) | Parity with Retail | 1.37 | NA | 18840 | | 3.28 | | | | |
| PR-2-01 | Av. Completed Interval - Total No Dispatch - Platform | Parity with Retail | 1.37 | 1.52 | 18840 | 608 | 3.28 | 0.14 | | -1.11 | |
| PR-2-03 | Av. Completed Interval - Dispatch (1-5 Lines) - Loop | Parity with Retail | 8.82 | 8.53 | 1448 | 30 | 8.97 | 1.65 | | 0.18 | |
| PR-2-03 | Av. Completed Interval - Dispatch (1-5 Lines) - Platform | Parity with Retail | 8.82 | 8.12 | 1448 | 17 | 8.97 | 2.19 | | 0.32 | |
| PR-2-04 | Av. Completed Interval - Dispatch (6-9 Lines) - Loop | Parity with Retail | 10.23 | 5.50 | 212 | 2 | 8.91 | 6.33 | | 0.75 | |
| PR-2-04 | Av. Completed Interval - Dispatch (6-9 Lines) - Platform | Parity with Retail | 10.23 | NA | 212 | | 8.91 | | | | |
| PR-2-05 | Av. Completed Interval - Dispatch (>= 10 Lines) - Loop | Parity with Retail | 12.42 | NA | 100 | | 9.98 | | | | |
| PR-2-05 | Av. Completed Interval - Dispatch (>= 10 Lines) - Platform | Parity with Retail | 12.42 | NA | 100 | | 9.98 | | | | |
| PR-3 - Completed within X Days - Platform & Other (Switch & INP) | | | | | | | | | | | |
| PR-3-01 | % Completed in 1 Day (1-5 Lines - No Dispatch) | Parity with Retail | 78.26 | 49.14 | 157096 | 525 | | 1.80 | | -16.15 | |
| PR-3-02 | % Completed in 2 Days (1-5 Lines - No Dispatch) | Parity with Retail | 86.65 | 77.71 | 157096 | 525 | | 1.49 | | -6.01 | |
| PR-3-03 | % Completed in 3 Days (1-5 Lines - No Dispatch) | Parity with Retail | 89.13 | 92.00 | 157096 | 525 | | 1.36 | | 2.11 | |
| PR-3-04 | % Completed in 1 Day (1-5 Lines - Dispatch) | Parity with Retail | 4.68 | 0.00 | 19541 | 17 | | 5.12 | | -0.91 | |
| PR-3-05 | % Completed in 2 Days (1-5 Lines - Dispatch) | Parity with Retail | 8.41 | 0.00 | 19541 | 17 | | 6.73 | | -1.25 | |
| PR-3-06 | % Completed in 3 Days (1-5 Lines - Dispatch) | Parity with Retail | 12.95 | 5.88 | 19541 | 17 | | 8.15 | | -0.87 | |
| PR-3-07 | % Completed in 4 Days (1-5 Lines - Total) | Parity with Retail | 83.86 | 92.99 | 176637 | 542 | | 1.58 | | 5.77 | |
| PR-3-08 | % Completed in 5 Days (1-5 Lines - No Dispatch) | Parity with Retail | 94.43 | 98.29 | 157096 | 525 | | 1.00 | | 3.85 | |
| PR-3-09 | % Completed in 5 Days (1-5 Lines - Dispatch) | Parity with Retail | 48.00 | 23.53 | 19541 | 17 | | 12.12 | | -2.02 | |
| PR-3-10 | % Completed in 6 Days (1-5 Lines - Total) | Parity with Retail | 92.16 | 97.79 | 176637 | 542 | | 1.16 | | 4.87 | |
| PR-4 - Missed Appointments | | | | | | | | | | | |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 4.64 | 6.05 | 3839 | 20 | | 6.84 | | 1.53 | -0.92 |
| PR-4-03 | % Missed Appt. - Customer | None: Analysis Only | 1.79 | 0.80 | | | | | | | |
| PR-4-04 | % Missed Appt. - Verizon - Dispatch - Loop New | Parity with Retail | 8.70 | 9.62 | 41113 | 104 | | 2.77 | | -0.33 | |
| PR-4-04 | % Missed Appt. - Verizon - Dispatch - Platform | Parity with Retail | 8.70 | 19.05 | 41113 | 42 | | 4.35 | | -2.38 | |
| PR-4-04 | % Missed Appt. - Verizon - Dispatch - Hot Cut | Parity with Retail | 8.70 | 34.87 | 41113 | 238 | | | | | |
| PR-4-05 | % Missed Appt. - Verizon - No Dispatch - Hot Cut Loop | Parity with Retail | 0.11 | 24.69 | 240574 | 1705 | | 0.08 | | -305.11 | |
| PR-4-05 | % Missed Appt. - Verizon - No Dispatch - Other | Parity with Retail | 0.11 | NA | 240574 | | | | | | |
| PR-4-05 | % Missed Appt. - Verizon - No Dispatch - Platform | Parity with Retail | 0.11 | 0.00 | 240574 | 3677 | | 0.06 | | 2.00 | |
| PR-9-01 | % On Time Performance - Hot Cut | 95% Completed Within Window | | 74.43 | | 2237 | | | | | |
| PR-9-02 | % Early Cuts - Lines | No Standard Established | | UD | | | | | | | |
| PR-9-03 | % Early Cuts - Orders | No Standard Established | | UD | | | | | | | |
| PR-9-04 | % Defective Cuts - Lines | No Standard Established | | UD | | | | | | | |
| PR-9-05 | % Defective Cuts - Orders | No Standard Established | | UD | | | | | | | |
| PR-9-06 | % Late Cuts - Lines | No Standard Established | | UD | | | | | | | |
| PR-9-07 | % Late Cuts - Orders | No Standard Established | | UD | | | | | | | |
| PR-4-08 | Average Duration of Service Interruption | No Standard Established | | UD | | | | | | | |
| PR-4-08 | % Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop | None: Analysis Only | | 0.21 | | 1943 | | | | | |
| PR-4-08 | % Missed Appt. - Customer - Due to Late Order Confirmation - Other | None: Analysis Only | | NA | | | | | | | |
| PR-4-08 | % Missed Appt. - Customer - Due to Late Order Confirmation- Platform | None: Analysis Only | | 0.00 | | 3719 | | | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.57 | 0.10 | 281687 | 3858 | | 0.12 | | 3.85 | |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.05 | 0.00 | 281687 | 3858 | | 0.04 | | 1.38 | |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.01 | 0.00 | 281687 | 3858 | | 0.02 | | 0.62 | |
| PR-6 - Installation Quality | | | | | | | | | | | |
| PR-6-01 | % Installation Troubles reported within 30 Days - Loop | Parity with Retail | 3.61 | 1.68 | 272053 | 9628 | | 0.19 | | 9.97 | |
| PR-6-01 | % Installation Troubles reported within 30 Days - Other | Parity with Retail | 3.61 | 1.34 | 272053 | 4029 | | 0.30 | | 7.67 | |
| PR-6-02 | % Installation Troubles reported within 7 Days - Hot Cut Loop | <= 2% | | 1.15 | | 5851 | | | | | |
| PR-6-02 | % Installation Troubles reported within 7 Days - Loop | Parity with Retail | 2.39 | 1.13 | 272053 | 9628 | | 0.16 | | 7.94 | |
| PR-6-02 | % Installation Troubles reported within 7 Days - Other | Parity with Retail | 2.39 | 0.60 | 272053 | 4029 | | 0.24 | | 7.40 | |
| PR-6-03 | % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop | None: Analysis Only | 2.78 | 2.33 | 272053 | 9628 | | 0.17 | | 2.66 | |
| PR-6-03 | % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other | None: Analysis Only | 2.78 | 0.94 | 272053 | 4029 | | 0.26 | | 7.04 | |
| POTS & Complex Aggregate | | | | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | | | | |
| PR-1-10 | Av. Interval Offered - Disconnects - No Dispatch | Parity with Retail | 4.25 | 3.70 | 88035 | 413 | | 7.69 | | 0.38 | 1.45 |
| PR-1-11 | Av. Interval Offered - Disconnects - Dispatch | Parity with Retail | 4.21 | NA | 19 | | | 13.91 | | | |
| PR-2 - Average Completed Interval | | | | | | | | | | | |
| PR-2-10 | Av. Completed Interval - Disconnects - No Dispatch | Parity with Retail | 3.80 | 2.49 | 81638 | 370 | | 5.86 | | 0.31 | 4.29 |
| PR-2-11 | Av. Completed Interval - Disconnects - Dispatch | Parity with Retail | 6.32 | NA | 19 | | | 16.64 | | | |
| 2-Wire Digital Services | | | | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | | | | |
| PR-1-01 | Av. Interval Offered - Total No Dispatch | Parity with Retail | 6.12 | 7.45 | 329 | 111 | | 10.92 | | 1.20 | -1.11 |
| PR-1-02 | Av. Interval Offered - Total Dispatch | Parity with Retail | 11.01 | 7.66 | 160 | 111 | | 11.51 | | 1.42 | 2.36 |
| PR-2 - Average Completed Interval | | | | | | | | | | | |
| PR-2-01 | Av. Interval Completed - Total No Dispatch | Parity with Retail | 4.07 | 5.39 | 232 | 46 | | 4.56 | | 0.74 | -1.79 |
| PR-2-02 | Av. Interval Completed - Total Dispatch | Parity with Retail | 13.70 | 11.15 | 114 | 97 | | 11.22 | | 1.55 | 1.65 |
| PR-3 - Completed within X Days | | | | | | | | | | | |
| PR-3-10 | % Completed in 5 Days (1-5 Lines - Total) | Parity with VZ Retail | 65.54 | 32.04 | 13433 | 103 | | 4.70 | | -7.13 | |
| PR-4 - Missed Appointments | | | | | | | | | | | |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 14.65 | 10.69 | 80 | 59 | | 10.16 | | 1.74 | 2.27 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 12.26 | 2.83 | | | | | | | |
| PR-4-04 | % Missed Appointment - Verizon - Dispatch | Parity with Retail | 12.48 | 4.92 | 617 | 1200 | | 1.64 | | 4.62 | |
| PR-4-05 | % Missed Appointment - Verizon - No Dispatch | Parity with Retail | 0.59 | NA | 509 | | | | | | |
| PR-4-08 | % Missed Appt. - Customer - Late Order Conf. | None: Analysis Only | | 0.67 | | 1200 | | | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon Facilities | Parity with Retail | 0.98 | 1.50 | 1126 | 1200 | | 0.41 | | -1.27 | |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.53 | 0.33 | 1126 | 1200 | | 0.30 | | 0.66 | |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.09 | 0.00 | 1126 | 1200 | | 0.12 | | 0.72 | |
| PR-6 - Installation Quality | | | | | | | | | | | |
| PR-6-01 | % Install. Troubles Reported within 30 Days | Parity with Retail | 1.04 | 9.98 | 2297 | 421 | | 0.54 | | -16.57 | |
| PR-6-03 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | Parity with Retail | 3.18 | 13.54 | 2297 | 421 | | 0.93 | | -11.14 | |

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

| 2-Wire XOLR Services | | Actual Performance | | Number of Observations | | | | | |
|--|---|--|-------|------------------------|-------|-----------|--------------------|----------------|---------|
| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error | Z-Score |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01 | Av. Interval Offered - Total No Dispatch | Parity with Retail | 5.41 | 5.98 | 7545 | 843 | 3.52 | 0.13 | -4.46 |
| PR-1-02 | Av. Interval Offered - Total Dispatch | Parity with Retail | 6.56 | 6.45 | 820 | 977 | 4.08 | 0.19 | 0.57 |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01 | Av. Interval Completed - Total No Dispatch | Parity with Retail | 6.18 | 6.20 | 7058 | 222 | 5.16 | 0.35 | -0.06 |
| PR-2-02 | Av. Interval Completed - Total Dispatch | Parity with Retail | 11.44 | 9.76 | 682 | 849 | 9.59 | 0.49 | 3.41 |
| PR-2-13 | Av. Interval Completed (DD-2 Test & Serial Number) | No Standard, refer to product interval guide | UD | UD | | | | | |
| PR-2-14 | Av. Interval Completed (DD-2 Test Total) | | UD | UD | | | | | |
| PR-2-15 | Av. Interval Completed (No DD-2 Test & Serial Number) | | UD | UD | | | | | |
| PR-2-16 | Av. Interval Completed (No DD-2 Test & 800# Provided) | | UD | UD | | | | | |
| PR-2-17 | Av. Interval Completed (No DD-2 Test & No 800# Provided) | | UD | | | | | | |
| PR-3 - Completed within X Days | | | | | | | | | |
| PR-3-10 | % Completed in 6 Days (1-5 Lines - Total) | Parity with VZ Retail | 65.54 | 56.33 | 13433 | 909 | | 1.63 | -5.65 |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 12.62 | 11.51 | 256 | 326 | 7.48 | 0.62 | 1.78 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 1.83 | 4.92 | | | | | |
| PR-4-04 | % Missed Appointment - Verizon - Dispatch | Parity with Retail | 7.13 | 9.16 | 842 | 3559 | | 0.99 | -2.06 |
| PR-4-05 | % Missed Appointment - Verizon - No Dispatch | Parity with Retail | 2.71 | NA | 7225 | | | | |
| PR-4-08 | % Missed Appt. - Customer - Late Order Conf. | None: Analysis Only | | 0.14 | | 3559 | | | |
| PR-4-14 | % Completed On Time - Complex (DD-2 Test & Serial Number) | 95% on Time | | 60.20 | | 1274 | | | |
| PR-4-15 | % Completed On Time - Complex (DD-2 Test Total) | 95% on Time | | 62.48 | | 1274 | | | |
| PR-4-16 | % Completed On Time - Complex (No DD-2 Test & Serial Number) | 95% on Time | | 46.66 | | 643 | | | |
| PR-4-17 | % Completed On Time - Complex (No DD-2 Test & 800# Provided) | 95% on Time | | 67.55 | | 718 | | | |
| PR-4-18 | % Completed On Time - Cmpbx (No DD-2 Test & No 800# Provided) | 95% on Time | | NA | | | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon Facilities | Parity with Retail | 0.07 | 0.73 | 8067 | 3559 | | 0.05 | -12.40 |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.02 | 0.14 | 8067 | 3559 | | 0.03 | -4.22 |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.02 | 0.00 | 8067 | 3559 | | 0.03 | 0.70 |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01 | % Install. Troubles Reported within 30 Days | Parity with Retail | 1.93 | 5.44 | 7710 | 3014 | | 0.30 | -11.86 |
| PR-6-03 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | Parity with Retail | 1.53 | 6.90 | 7710 | 3014 | | 0.26 | -20.36 |
| Special Services - Provisioning | | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01 | Av. Interval Offered - Total No Dispatch | Parity with Retail | 6.68 | 27.45 | 2432 | 20 | 8.45 | 1.90 | -10.95 |
| PR-1-02 | Av. Interval Offered - Total Dispatch | Parity with Retail | 13.47 | 26.27 | 600 | 33 | 9.00 | 1.61 | -7.95 |
| PR-1-06 | Av. Interval Offered - DS0 | Parity with Retail | 8.42 | NA | 495 | | 10.88 | | |
| PR-1-07 | Av. Interval Offered - DS1 | Parity with Retail | 15.69 | 22.44 | 347 | 16 | 9.04 | 2.31 | -2.92 |
| PR-1-08 | Av. Interval Offered - DS3 | Parity with Retail | NA | 28.57 | | 37 | | | |
| PR-1-09 | Av. Interval Offered - Total - EEL - Backbone | EEL Legend | | UD | | | | | |
| PR-1-09 | Av. Interval Offered - Total - EEL - Loop | EEL Legend | | UD | | | | | |
| PR-1-09 | Av. Interval Offered - Total - IOF | IOF Legend | | 22.57 | | 44 | | | |
| PR-1-10 | Av. Interval Offered - Disconnects - No Dispatch | Parity with Retail | 7.65 | NA | 777 | | 9.81 | | |
| PR-1-11 | Av. Interval Offered - Disconnects - Dispatch | Parity with Retail | 4.06 | NA | 17 | | 4.12 | | |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01 | Av. Interval Completed - Total No Dispatch | Parity with Retail | 4.97 | 17.50 | 1805 | 2 | 5.06 | 3.58 | -3.50 |
| PR-2-02 | Av. Interval Completed - Total Dispatch | Parity with Retail | 14.58 | 26.04 | 400 | 23 | 11.28 | 2.42 | -4.74 |
| PR-2-06 | Av. Interval Completed - DS0 | Parity with Retail | 7.42 | NA | 361 | | 9.04 | | |
| PR-2-07 | Av. Interval Completed - DS1 | Parity with Retail | 16.21 | 11.33 | 169 | 3 | 13.07 | 7.61 | 0.64 |
| PR-2-08 | Av. Interval Completed - DS3 | Parity with Retail | NA | 27.27 | | 22 | | | |
| PR-2-09 | Av. Interval Completed - Total - EEL - Backbone | EEL Legend | | UD | | | | | |
| PR-2-09 | Av. Interval Completed - Total - EEL - Loop | EEL Legend | | UD | | | | | |
| PR-2-09 | Av. Interval Completed - Total - IOF | IOF Legend | | 89.67 | | 3 | | | |
| PR-2-10 | Av. Interval Completed - Disconnects - No Dispatch | Parity with Retail | 6.93 | NA | 694 | | 6.15 | | |
| PR-2-11 | Av. Interval Completed - Disconnects - Dispatch | Parity with Retail | 4.06 | NA | 17 | | 4.12 | | |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-01 | % Missed Appointment - Verizon - Total | Parity with Retail | 2.78 | 0.00 | 2734 | 40 | | 2.62 | 1.06 |
| PR-4-01 | % Missed Appointment - Verizon - Total - EEL | Parity with Retail | 2.78 | UD | 2734 | | | | |
| PR-4-01 | % Missed Appointment - Verizon - Total - IOF | Parity with Retail | 2.78 | 10.71 | 2734 | 28 | | 3.12 | -2.54 |
| PR-4-02 | Average Delay Days - Total | Parity with Retail | 11.88 | NA | 76 | | 8.74 | | |
| PR-4-02 | Average Delay Days - Total - EEL | Parity with Retail | 11.88 | UD | 76 | | 8.74 | | |
| PR-4-02 | Average Delay Days - Total - IOF | Parity with Retail | 11.88 | 70.67 | 76 | 3 | 8.74 | 5.14 | -11.43 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 10.24 | 27.50 | | | | | |
| PR-4-03 | % Missed Appointment - Customer - EEL | None: Analysis Only | 10.24 | UD | | | | | |
| PR-4-08 | % Missed Appt. - Customer - Late Order Conf. | None: Analysis Only | | 0.00 | | 40 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with Retail | 0.40 | 0.00 | 2734 | 40 | | 1.01 | 0.40 |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with Retail | 0.26 | 0.00 | 2734 | 40 | | 0.81 | 0.32 |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with Retail | 0.11 | 0.00 | 2734 | 40 | | 0.53 | 0.21 |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01 | % Installation Troubles reported within 30 Days | Parity w/Verizon RT for Found Troubles | 0.79 | 59.46 | 8302 | 37 | | 1.46 | -40.09 |
| PR-6-03 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | None: Analysis Only | 0.05 | 0.00 | 8302 | 37 | | 0.36 | 0.13 |
| PR-7 - Jeopardy Reports | | | | | | | | | |
| PR-7-01 | % Orders with Jeopardy Status - EEL | Jeopardy Legend | | UD | | | | | |
| Legend Notations defined on Legend sheet - last page | | | | | | | | | |

*Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Maintenance - POTS Loop

| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error |
|--|--|---------------------|-------|----------------|---------|-----------|--------------------|----------------|
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02 | Network Trouble Report Rate - Loop | Parity with Retail | 1.20 | 1.14 | 4200413 | 36903 | | 0.06 |
| MR-2-03 | Network Trouble Report Rate - Central Office | Parity with Retail | 0.12 | 0.27 | 4200413 | 36903 | | 0.02 |
| MR-2-04 | % Subsequent Reports | I/C/W MRAs | 20.14 | 27.44 | | | | |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.98 | 2.28 | 4200413 | 36903 | | 0.05 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01 | % Missed Repair Appointment - Loop | Parity with Retail | 12.06 | 14.05 | 50248 | 420 | | 1.60 |
| MR-3-02 | % Missed Repair Appointment - Central Office | Parity with Retail | 7.21 | 8.91 | 4882 | 101 | | 2.60 |
| MR-3-03 | % CPE/TOK/FOK - Missed Appointment | None: Analysis Only | 7.39 | 8.19 | 41353 | 842 | | 0.91 |
| MR-3-04 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 8.20 | 10.94 | 50248 | 420 | | 1.34 |
| MR-3-05 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 37.16 | 68.18 | 50248 | 420 | | 2.37 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair - Total | Parity with Retail | 21.63 | 19.77 | 55130 | 521 | 21.48 | 0.95 |
| MR-4-02 | Mean Time To Repair - Loop Trouble | Parity with Retail | 22.70 | 22.82 | 50248 | 420 | 21.62 | 1.06 |
| MR-4-03 | Mean Time To Repair - Central Office Trouble | Parity with Retail | 10.80 | 7.12 | 4882 | 101 | 16.53 | 1.66 |
| MR-4-04 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 67.08 | 77.54 | 55130 | 521 | | 2.07 |
| MR-4-07 | % Out of Service > 12 Hours | Parity with Retail | 63.44 | 55.48 | 42814 | 292 | | 2.83 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 32.59 | 22.95 | 42814 | 292 | | 2.75 |
| MR-4-09 | Mean Time To Repair - No Double Dispatch | Parity with Retail | 19.57 | 18.85 | 45035 | 466 | 21.48 | 1.00 |
| MR-4-10 | Mean Time To Repair - Double Dispatch | Parity with Retail | 40.93 | 42.40 | 6513 | 22 | 21.48 | 4.59 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 20.85 | 11.90 | 55130 | 521 | | 1.79 |

Maintenance - POTS Platform

| | | | | | | | | |
|--|--|---------------------|-------|-------|---------|-------|-------|------|
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02 | Network Trouble Report Rate - Platform | Parity with Retail | 1.20 | 0.50 | 4200413 | 20552 | | 0.08 |
| MR-2-03 | Network Trouble Report Rate - Central Office | Parity with Retail | 0.12 | 0.24 | 4200413 | 20552 | | 0.02 |
| MR-2-04 | % Subsequent Reports | I/C/W MRAs | 20.14 | 7.83 | | | | |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.98 | 0.60 | 4200413 | 20552 | | 0.07 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01 | % Missed Repair Appointment - Platform | Parity with Retail | 12.06 | 6.80 | 50248 | 103 | | 3.21 |
| MR-3-02 | % Missed Repair Appointment - Central Office | Parity with Retail | 7.21 | 2.00 | 4882 | 50 | | 3.68 |
| MR-3-03 | % CPE/TOK/FOK - Missed Appointment - Platform | None: Analysis Only | 7.39 | 7.26 | 41353 | 124 | | 2.35 |
| MR-3-04 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 8.20 | 1.63 | 50248 | 103 | | 2.71 |
| MR-3-05 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 37.16 | 18.18 | 50248 | 103 | | 4.77 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair - Total | Parity with Retail | 21.63 | 17.97 | 55130 | 153 | 21.48 | 1.74 |
| MR-4-02 | Mean Time To Repair - Loop Trouble - Platform | Parity with Retail | 22.70 | 21.98 | 50248 | 103 | 21.62 | 2.13 |
| MR-4-03 | Mean Time To Repair - Central Office Trouble | Parity with Retail | 10.80 | 9.68 | 4882 | 50 | 16.53 | 2.35 |
| MR-4-04 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 67.08 | 75.16 | 55130 | 153 | | 3.80 |
| MR-4-06 | % Out of Service > 4 Hours | Parity with Retail | 84.72 | 80.34 | 42814 | 117 | | 3.33 |
| MR-4-07 | % Out of Service > 12 Hours | Parity with Retail | 63.44 | 52.14 | 42814 | 117 | | 4.46 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 32.59 | 27.35 | 42814 | 117 | | 4.34 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 20.85 | 16.34 | 55130 | 153 | | 3.29 |

2-Wire Digital Services - Maintenance

| | | | | | | | | |
|--|--|---------------------|-------|-------|---------|------|-------|------|
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02 | Network Trouble Report Rate - Loop | Parity with Retail | 1.20 | 2.05 | 4200413 | 4186 | | 0.17 |
| MR-2-03 | Network Trouble Report Rate - Central Office | Parity with Retail | 0.12 | 1.10 | 4200413 | 4186 | | 0.05 |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.98 | 4.49 | 4200413 | 4186 | | 0.15 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01 | % Missed Repair Appointment - Loop | Parity with Retail | 43.75 | 15.12 | 192 | 86 | | 6.44 |
| MR-3-04 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 23.46 | 8.97 | 192 | 86 | | 5.50 |
| MR-3-05 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 68.82 | 17.65 | 192 | 86 | | 6.01 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair - Total | Parity with Retail | 32.48 | 31.17 | 279 | 132 | 44.88 | 4.74 |
| MR-4-02 | Mean Time To Repair - Loop Trouble | Parity with Retail | 39.18 | 37.95 | 192 | 86 | 48.28 | 6.26 |
| MR-4-03 | Mean Time To Repair - Central Office Trouble | Parity with Retail | 17.68 | 18.50 | 87 | 46 | 31.82 | 5.80 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 42.25 | 42.11 | 142 | 57 | | 7.75 |
| MR-4-09 | Mean Time To Repair - No Double Dispatch | Parity with Retail | 23.60 | 23.73 | 162 | 78 | 44.88 | 6.19 |
| MR-4-10 | Mean Time To Repair - Double Dispatch | Parity with Retail | 54.00 | 43.70 | 93 | 51 | 44.88 | 7.82 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 16.13 | 26.52 | 279 | 132 | | 3.89 |

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

2-Wire DSL Services - Maintenance

| Metric # | | Standard | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation | Sampling Error |
|--|--|---------------------|-------|----------------|---------|-----------|--------------------|----------------|
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02 | Network Trouble Report Rate - Loop | Parity with Retail | 1.20 | 2.24 | 4200413 | 14003 | | 0.09 |
| MR-2-03 | Network Trouble Report Rate - Central Office | Parity with Retail | 0.12 | 1.17 | 4200413 | 14003 | | 0.03 |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.98 | 4.67 | 4200413 | 14003 | | 0.08 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01 | % Missed Repair Appointment - Loop | Parity with Retail | 17.31 | 13.10 | 468 | 313 | | 2.76 |
| MR-3-04 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 10.70 | 6.60 | 468 | 313 | | 2.26 |
| MR-3-05 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 46.32 | 18.68 | 468 | 313 | | 3.64 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair - Total | Parity with Retail | 24.22 | 32.18 | 568 | 477 | 22.15 | 1.38 |
| MR-4-02 | Mean Time To Repair - Loop Trouble | Parity with Retail | 26.23 | 38.72 | 468 | 313 | 22.80 | 1.66 |
| MR-4-03 | Mean Time To Repair - Central Office Trouble | Parity with Retail | 14.73 | 19.72 | 100 | 164 | 15.67 | 1.99 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 38.73 | 48.23 | 426 | 226 | | 4.01 |
| MR-4-09 | Mean Time To Repair - No Double Dispatch | Parity with Retail | 20.32 | 22.23 | 458 | 288 | 22.15 | 1.67 |
| MR-4-10 | Mean Time To Repair - Double Dispatch | Parity with Retail | 40.93 | 48.03 | 95 | 182 | 21.48 | 2.72 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 22.71 | 19.29 | 568 | 477 | | 2.60 |

Special Services - Maintenance

| | | | | | | | | |
|--|--|---------------------|-------|--------|--------|------|-------|------|
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-01 | Network Trouble Report Rate | Parity with Retail | 0.24 | 1.39 | 462077 | 2667 | | 0.09 |
| MR-2-05 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.12 | 2.55 | 462077 | 2667 | | 0.07 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01 | Mean Time To Repair - Total | Parity with Retail | 9.13 | 5.15 | 1097 | 37 | 10.26 | 1.71 |
| MR-4-04 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 93.07 | 100.00 | 1097 | 37 | | 4.24 |
| MR-4-06 | % Out of Service > 4 Hours | Parity with Retail | 66.35 | 48.15 | 1061 | 27 | | 9.21 |
| MR-4-08 | % Out of Service > 24 Hours | Parity with Retail | 7.07 | 0.00 | 1061 | 27 | | 5.00 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with Retail | 20.69 | 8.11 | 1097 | 37 | | 6.77 |

Legend Notations defined on Legend sheet - last page

Z-Score

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|--------|
| 1.02 |
| -8.84 |
| -25.13 |

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|--------|
| -1.25 |
| -0.65 |
| -0.88 |
| -2.04 |
| -13.10 |

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| 1.97 |
| -0.11 |
| 2.22 |
| 5.06 |
| 2.81 |
| 3.50 |
| 0.72 |
| -0.32 |

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| 5.01 |
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| 9.14 |
| -5.33 |
| 5.52 |

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| 1.64 |
| 1.42 |
| 0.06 |
| 2.43 |
| 3.98 |

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| 2.11 |
| 0.34 |
| 0.48 |
| 2.12 |
| 1.31 |
| 2.53 |
| 1.21 |

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| 1.37 |
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| -5.10 |
| -18.65 |
| -22.97 |

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| 4.45 |
| 2.64 |
| 8.51 |

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| 0.28 |
| 0.20 |
| -0.14 |
| 0.02 |
| -0.02 |
| 1.32 |

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| -2.67 |
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Z-Score

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| -11.29 |
| -36.58 |
| -44.10 |

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|------|
| 1.52 |
| 1.82 |
| 7.59 |

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|-------|
| -5.79 |
| -7.50 |
| -2.51 |
| -2.37 |
| -1.15 |
| -2.61 |

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| 1.31 |
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| -12.17 |
| -36.45 |

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| 2.32 |
| 1.63 |
| 1.98 |
| 1.42 |

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| 1.86 |
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Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 2000

CLEC Aggregate Performance
TRUNKS

| ORDERING | | Aggregate Interconnection | | | | | |
|---|---|-------------------------------|--------------------|----------------|------------------------|-----------|--------------------|
| Metric # | | Standard | Actual Performance | | Number of Observations | | |
| OR-1 - Order Confirmation Timeliness | | | | | | | |
| OR-1-11 | Av. FOC Time (<= 192 Forecasted Trunks) | 95% on time: 10 Business Days | 10.00 | | | | |
| OR-1-11 | Av. FOC Time (> 192 and Unforecasted Trunks) | Negotiated Process | 20.53 | | | | |
| OR-1-12 | % On Time FOC (<= 192 Forecasted Trunks) | 95% on time: 10 Business Days | 80.00 | | 5 | | |
| OR-1-12 | % On Time FOC (> 192 and Unforecasted Trunks) | Negotiated Process | 58.44 | | 77 | | |
| OR-1-13 | % On Time Design Layout Record (DLR) | 95% on time: 10 Business Days | 98.78 | | 82 | | |
| OR-1-19 | % On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks) | 95% on time: 10 Business Days | NA | | | | |
| OR-1-19 | % On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks) | Negotiated Process | NA | | | | |
| OR-2 - Reject Timeliness | | | | | | | |
| OR-2-11 | Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) | | 2.80 | | | | |
| OR-2-12 | % On Time Trunk ASR Reject (<= 192 Forecasted Trunks) | 95% on time: 10 Business Days | 100.00 | | 5 | | |
| PROVISIONING | | | | | | | |
| | | | Actual Performance | | Number of Observations | | |
| | | | Vz | CLEC Aggregate | Vz | All CLECs | Standard Deviation |
| | | | Sampling Error | | | | |
| PR-1 - Average Interval Offered | | | | | | | |
| PR-1-09 | Av. Interval Offered - Total (<= 192 Forecasted Trunks) | Parity with IXC / FGD | 29.36 | 0.00 | 11 | 2 | 24.72 |
| PR-1-09 | Av. Interval Offered - Total (> 192 and Unforecasted Trunks) | Parity with IXC / FGD | 17.00 | 33.82 | 10 | 39 | 11.19 |
| PR-2 - Average Interval Completed | | | | | | | |
| PR-2-09 | Av. Interval Completed - Total (<= 192 Forecasted Trunks) | Parity with IXC / FGD | 54.44 | 27.00 | 9 | 2 | 31.81 |
| PR-4 - Missed Appointment | | | | | | | |
| PR-4-01 | % Missed Appointment - Verizon - Total | Parity with IXC / FGD | 11.97 | 9.26 | 2806 | 10131 | 0.69 |
| PR-4-02 | Average Delay Days - Total | Parity with IXC / FGD | 18.93 | 19.31 | 336 | 938 | 3.20 |
| PR-4-03 | % Missed Appointment - Customer | None: Analysis Only | 16.64 | 40.09 | | | |
| PR-4-07 | % On Time Performance - LNP Only | 95% on Time | 98.65 | | 8319 | | |
| PR-5 - Facility Missed Orders | | | | | | | |
| PR-5-01 | % Missed Appointment - Verizon - Facilities | Parity with IXC / FGD | 0.00 | 0.00 | 2806 | 3342 | |
| PR-5-02 | % Orders Held for Facilities > 15 Days | Parity with IXC / FGD | 0.00 | 0.00 | 2806 | 3342 | |
| PR-5-03 | % Orders Held for Facilities > 60 Days | Parity with IXC / FGD | 0.00 | 0.00 | 2806 | 3342 | |
| PR-6 - Installation Quality | | | | | | | |
| PR-6-01 | % Installation Troubles reported within 30 Days | Parity with IXC / FGD | 0.00 | 0.00 | 2806 | 10131 | |
| PR-6-03 | % Inst. Troubles reported within 30 Days - FOW/TOK/CPE | None: Analysis Only | UD | UD | | | |
| MAINTENANCE | | | | | | | |
| MR-2 - Trouble Report Rate | | | | | | | |
| MR-2-01 | Network Trouble Report Rate | Parity with IXC / FGD | 0.01 | 0.00 | 197674 | 308579 | 0.00 |
| MR-4 - Trouble Duration Intervals | | | | | | | |
| MR-4-01 | Mean Time To Repair - Total | Parity with IXC / FGD | 2.88 | 1.65 | 16 | 12 | |
| MR-4-04 | % Cleared (all troubles) within 24 Hours | Parity with IXC / FGD | 100.00 | 100.00 | 16 | 12 | |
| MR-4-05 | % Out of Service > 2 Hours | Parity with IXC / FGD | 50.00 | 16.67 | 16 | 12 | 19.09 |
| MR-4-06 | % Out of Service > 4 Hours | Parity with IXC / FGD | 31.25 | 8.33 | 16 | 12 | 17.70 |
| MR-4-07 | % Out of Service > 12 Hours | Parity with IXC / FGD | 0.00 | 0.00 | 16 | 12 | |
| MR-4-08 | % Out of Service > 24 Hours | Parity with IXC / FGD | 0.00 | 0.00 | 16 | 12 | |
| MR-5 - Repeat Trouble Report Rates | | | | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | Parity with IXC / FGD | 0.00 | 0.00 | 16 | 12 | |
| NETWORK PERFORMANCE | | | | | | | |
| NP-1 - Percent Final Trunk Group Blockage | | | | | | | |
| NP-1-01 | % Final Trunk Groups Exceeding Blocking Standard | See Guidelines | 0.30 | 1.43 | 336 | 279 | 0.44 |
| NP-1-02 | % FTG Exceeding Blocking Std. - (No Exceptions) | See Guidelines | 0.30 | 2.15 | 336 | 279 | 0.44 |
| NP-1-03 | Number FTG Exceeding Blocking Std. - 2 Months | See Guidelines | 0 | | 279 | | |
| NP-1-04 | Number FTG Exceeding Blocking Std. - 3 Months | See Guidelines | 1 | | 279 | | |
| NP-2 - Collocation Performance - New | | | | | | | |
| NP-2-01 | % On Time Response to Request for Physical Collocation | 10 Days ¹ | 100.00 | | 7 | | |
| NP-2-02 | % On Time Response to Request for Virtual Collocation | 10 Days ¹ | NA | | | | |
| NP-2-03 | Average Interval - Physical Collocation | 76 Days | 96.85 | | | | |
| NP-2-04 | Average Interval - Virtual Collocation | 76 Days ¹ | NA | | | | |
| NP-2-05 | % On Time - Physical Collocation | 95% on time | 76.92 | | 13 | | |
| NP-2-06 | % On Time - Virtual Collocation | 95% on time | NA | | | | |
| NP-2-07 | Average Delay Days - Physical Collocation | See Guidelines | 22.00 | | 3 | | |
| NP-2-08 | Average Delay Days - Virtual Collocation | See Guidelines | NA | | | | |
| NP-2 - Collocation Performance - Augment | | | | | | | |
| NP-2-01 | % On Time Response to Request for Physical Collocation | 10 Days ¹ | 100.00 | | 37 | | |
| NP-2-02 | % On Time Response to Request for Virtual Collocation | 10 Days ¹ | NA | | | | |
| NP-2-03 | Average Interval - Physical Collocation | 76 Days | 80.94 | | | | |
| NP-2-04 | Average Interval - Virtual Collocation | 76 Days ¹ | NA | | | | |
| NP-2-05 | % On Time - Physical Collocation | 95% on time | 47.76 | | 67 | | |
| NP-2-06 | % On Time - Virtual Collocation | 95% on time | NA | | | | |
| NP-2-07 | Average Delay Days - Physical Collocation | See Guidelines | 15.26 | | 35 | | |
| NP-2-08 | Average Delay Days - Virtual Collocation | See Guidelines | NA | | | | |

Legend Notations defined on Legend sheet - last page

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Z-Score

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|-------|
| 1.55 |
| -4.24 |

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| 1.10 |
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| 3.91 |
| -1.87 |
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| 1.75 |
| 1.29 |
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| -2.57 |
| -4.20 |
| |

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts September 20

LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities